

North Carolina Turnpike Authority – Toll Roads

FREQUENTLY ASKED QUESTIONS

How many toll roads will North Carolina have?

The North Carolina Turnpike Authority (NCTA) is currently authorized to study, plan, develop, and undertake preliminary design work on the Triangle Expressway, the Monroe Connector-Bypass, the Mid-Currituck Bridge, the Garden Parkway, the Cape Fear Skyway and the Triangle Expressway Southeast Extension.

Who decides what toll roads will be built, and when?

The NCTA is currently authorized to study the above projects. Before the NCTA will consider a project for development as a toll road, it must receive a recommendation from local officials that the road/bridge construction project be studied as a toll facility.

When will the first toll road be open to traffic?

The Triangle Expressway will be the first modern toll road to open to in North Carolina. The first phase of the Triangle Expressway, known as the Triangle Parkway, is scheduled to open to traffic in December 2011. The second phase, to Holly Springs, is scheduled to open in late 2012. Tolls will be collected electronically, eliminating the need for toll booths. Customers may purchase an electronic sticker transponder, called NC Quick Pass, for \$5 to begin saving up to 35% on tolls. Overhead high-speed cameras will capture the license plate information of drivers without transponders and bill them by mail.

What will the charges be on the toll roads?

Specific toll cost will be posted along the roadway and on the customer service website at www.ncquickpass.com when the website goes live on Oct. 11, 2011.

What is NC Quick Pass?

NC Quick Pass will go on sale Oct. 11, 2011 and is a pre-paid account used for all electronic toll collection. It is one way of paying for tolls on North Carolina toll facilities. (See Bill by Mail for the other method.) Drivers open an NC Quick Pass pre-paid account and use a small electronic device called a transponder. The transponder attaches to the vehicle and is read by antennas mounted above the roadway. Toll payment is automatically deducted from the customer's account. NC Quick Pass customers will save up to 35 percent on toll rates.

How does NC Quick Pass work?

Once you sign up for an NC Quick Pass account and purchase a transponder, the transponder will be mounted to the vehicle. This transponder is read as you pass through the toll zones and the information is sent to our customer service center. This information is processed, and a toll payment is automatically deducted from the customer's pre-paid account.

How do I sign up for an NC Quick Pass account?

Online applications can be found at www.ncquickpass.com beginning Oct. 11, 2011 or at the NC Quick Pass Customer Service Center location/ mailing address: 200 Sorrell Grove Church Road, Suite A in Morrisville, NC 27560. Fax number: (919) 388-3279.

Does it cost anything to open an NC Quick Pass account? What are the current toll rates?

Yes. The cost of opening an account includes the purchase of the NC Quick Pass transponder and the initial pre-paid toll balance. Each vehicle listed on the account requires its own transponder.

What if I do not want to participate in NC Quick Pass?

Customers who choose not to participate in the NC Quick Pass program will pay their tolls through Bill by Mail. As a vehicle passes through a toll zone, an image of the license plate is taken from an overhead camera. The registered owner of the vehicle is identified through the Department of Motor Vehicles and a Bill by Mail is sent to the customer for payment. Bill by Mail customers will not receive the discounted toll rate that NC Quick Pass customers receive.

If the bill is not paid within 30 days from the date of the bill, it will escalate to include fees, civil penalties, DMV registration holds and/or submittal to a collection agency.

I am not an NC Quick Pass customer; can I still use the toll road?

Yes. Patrons that are not part of the NC Quick Pass program can use the toll road and can pay through the Bill by Mail payment option. As a vehicle passes through a toll zone, an image of the license plate is taken. The registered owner of the vehicle is identified through a Department of Motor Vehicles search and a Bill by Mail is sent to the customer for payment.

Can I use transponders from other toll programs such as E-ZPass and SunPass on North Carolina toll roads?

Initially, only NC Quick Pass will be accepted on North Carolina toll facilities. However, we anticipate accepting other programs in the near future.

We are currently in the process of working on agreements with other toll regions such as E-ZPass and SunPass to ensure compatibility with out-of-state Electronic Toll Collection Systems (ETC). These agreements will allow customers of out-of-state programs to use their current transponder on the Triangle Expressway and future NCTA projects, as well as offering NC Quick Pass Customers' the ability to use their transponder on out-of-state ETC roads. As agreements are put in place, NCTA will provide updated information to its customers on the website at www.ncquickpass.com (to launch the beginning of October). This might be an option if you already have a transponder in your home state.

Do I need to register all my vehicles?

Yes. You should provide NC Quick Pass with details of all vehicles that you will use with your NC Quick Pass account. Vehicles that are not registered to the account that travel on the NC toll roads may be charged the Bill by Mail rate, a higher toll rate.

Are motorcycles eligible for an NC Quick Pass account?

Yes. Motorcyclists are eligible to participate in the NC Quick Pass program. Motorcycles must be registered on your account the same as passenger vehicles.